

01/16/02  
JC355 U.S. PTO

Assistant Commissioner for Patents  
Box PATENT APPLICATIONS  
Washington, D.C. 20231

01-22-02

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J1046 U.S. PTO  
10/05/1477  
01/16/02

Sir:

Transmitted herewith for filing is the patent application of

Inventor: **Matthews, et al.**

Title: **Dynamic, Real-Time Call Tracking for Web-Based Customer Relationship Management**

Enclosed are:

- ☒ 8 sheets of drawings.  
☐ An assignment of the invention to (D)  
☐ A certified copy of a \_\_\_\_\_ application.  
☒ Declaration For Patent Application (unsigned)

| For:                  | Number Filed | Number Paid For | Number Extra | Rate              | Total     |
|-----------------------|--------------|-----------------|--------------|-------------------|-----------|
| Application           |              |                 |              | \$740.00/\$370.00 | \$ 370.00 |
| All Claims            | 28           | 20              | 8            | \$18.00 / \$9.00  | \$ 72.00  |
| Independent Claims    | 2            | 3               | 0            | \$84.00 / \$42.00 | \$ .00    |
| Assignment Filing Fee |              |                 |              | \$40.00           | \$ .00    |
| Total Filing Fee:     |              |                 |              |                   | \$ 442.00 |

- ☒ A check in the amount of \$442.00 to cover the filing fee is enclosed.  
☒ Pursuant to 37 C.F.R. § 1.27, applicant hereby asserts small entity status.  
☒ The Commissioner is hereby authorized to charge any deficiency in the payment of the required fee(s) or credit any overpayment to Deposit Account No. **09-0528**.

Date:

1/16/02

Respectfully submitted,

*John J. Timar*  
John J. Timar

Attorney for Applicant

Reg# 32,497

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Docket No.: V024 1010

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| <p align="center"><b>Certificate of Express Mailing</b></p> <p>I hereby certify that this document is being deposited as Express Mail in an envelope addressed to Assistant Commissioner for Patents, Washington D.C., 20231-0001 on <u>1/16/02</u>,<br/>Express Mail No. <u>EL561349614US</u></p> <p align="center"><i>Di. Og</i></p> |
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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of: **Matthews, et al.**

Being Filed Herewith:

For: **Dynamic, Real-Time Call Tracking for Web-Based Customer Relationship Management**

Assistant Commissioner for Patents  
Washington D.C. 20231

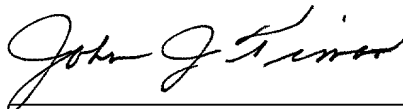
**REQUEST FOR NONPUBLICATION OF APPLICATION  
UNDER 35 USC § 122(b) [37 CFR § 1.213(a)]**

This request is being submitted with this application on filing.

It is requested that this application not be published under 35 USC § 122(b).

This is to certify that the invention disclosed in this application has not been and will not be the subject of an application filed in another country, or under a multilateral international agreement, that requires publication at eighteen months after filing.

Respectfully submitted,



John J. Timar  
Reg# 32,497  
Attorneys for Applicants

1/16/02

Date

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